



**City of Greensboro
Goal 3 High Level Indicator**

6.) Average Response Time of High Priority Emergency Calls

	FY 05/06	FY 06/07	FY 07/08	FY 08/09	FY 09/10
Average Fire Response Time to Priority One Calls in Minutes¹	4:14	4:34	4:25	4:15	4:12
Average Police Response Time to High Priority Calls in Minutes²	8:10	9:45	9:23	10:27	7:14
Average Guilford Metro 911 Highest Priority Calls Received to First Arrived³	N/A	N/A	8:11	7:28	6:52

¹First Arriving Unit. Response time is calculated by adding both the turnout time (the time the dispatch is received until the first unit is out the door) and the travel time (the time the first unit is out the door until the unit arrives on the scene)

²Police defines a high priority emergency call as one where there is a potential for imminent serious injury or death. The average response time to high priority calls reflects the response time of the first arriving unit. Self-initiated calls with a response time of zero are included in the average response time to high priority calls with the exception of traffic stops and report-only calls.

³Guilford Metro 911 is a separate department providing emergency communications for the cities of Greensboro and Gibsonville and Guilford County except for the City of High Point. Communications dispatches for police, fire, and 911 emergency calls. The center also handles all EMS calls for the City of High Point. The city defines highest priority emergency calls as call types that require the fastest response, such as shootings, robberies, and domestic violence.

Source:

**School of Government NC Local Government Performance
Guilford Metro 911**